



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-399

Date: December, 2017

TECHNICAL

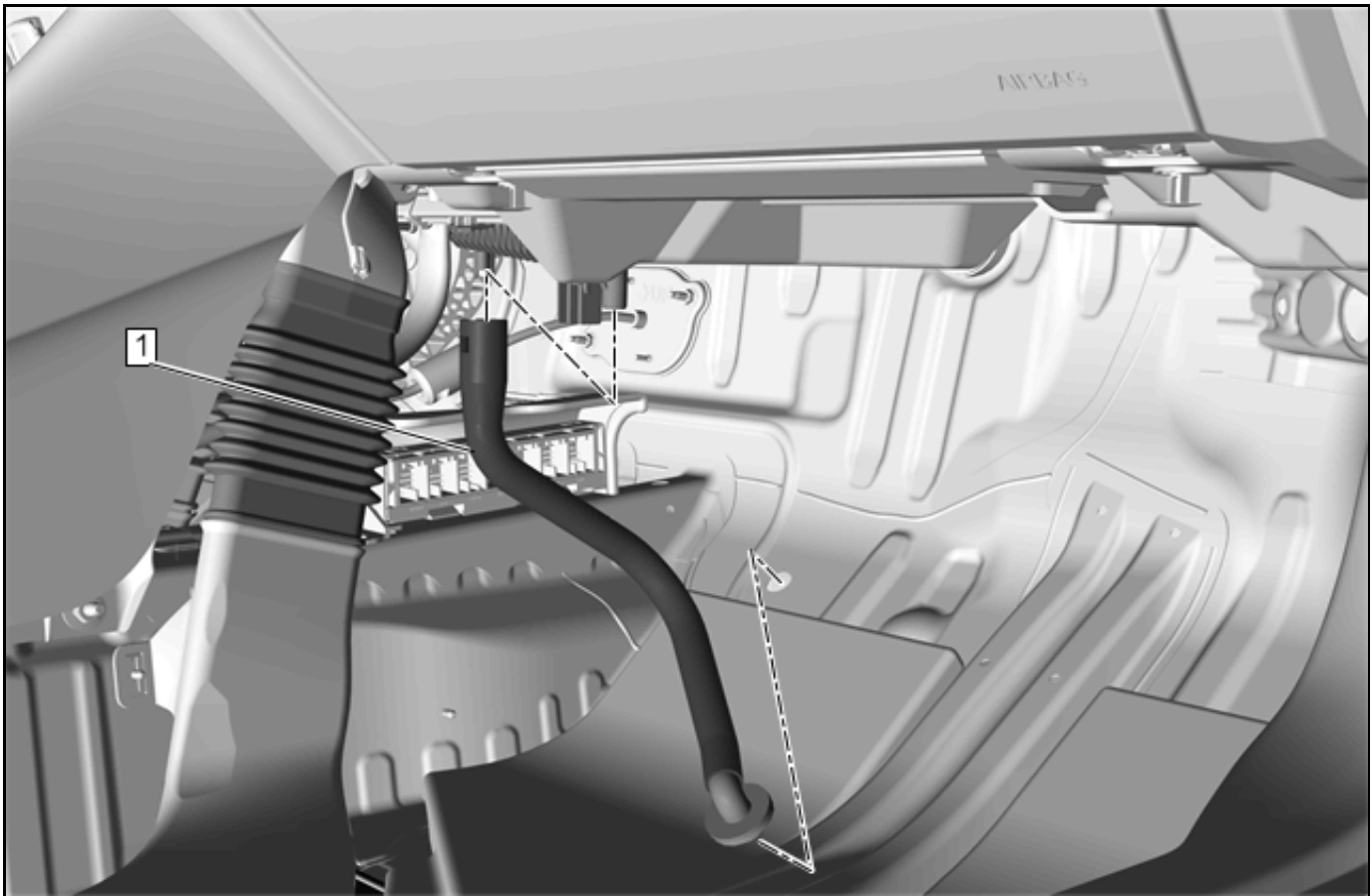
Subject: Front Carpet Wet and/or Musty Smell/Odor with Possible DTC P3055 or P3056

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Buick	LaCrosse	2017	2018			All	All

Involved Region or Country	North America
Condition	Some customers may comment on the front carpet being wet and or a musty smell/odor with possible malfunction indicator lamp illuminated. During diagnosis a technician may find DTC P3055 or P3056 set or stored.
Cause	This may be caused by the HVAC drain being blocked or restricted allowing water or condensate in the HVAC box to spill over into the passenger compartment.
Correction	Check the HVAC drain for a restriction and replace or dry necessary components. Important: If the vehicle sets a DC/DC converter code P3055 or P3056, the DC/DC converter (P/N 13514044) must be replaced, it cannot be dried out.

Service Procedure

If you encounter a vehicle with the above concern, complete the following steps:



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1. Check the HVAC drain system for restrictions. Refer to *Air Conditioning Evaporator and Blower Module Drain Hose Replacement* in SI.
 - If a restriction is found, correct as necessary.
 - If no restriction is found, continue diagnosis referring to SI.
2. Dry any wet components that may have been affected by the restricted drain. Refer to *Floor Carpet Drying* in SI.

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
4480698*	Clear Restricted HVAC Drain System	0.3 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	1
Modified	Released December 15, 2017

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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